



TRANSIT OPERATIONS COORDINATOR I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of technical and administrative duties involved in coordinating, monitoring, and tracking the operations of contracted transit service, as well as to participate in the development and maintenance of transit facilities. Monitors and evaluates contract compliance and is responsible for complaint resolution for the city's local fixed bus routes, neighborhood and other circulator transit systems and paratransit (Dial-a-Ride) services. Works directly with contractor, regional staff and city staff on local and regional operational coordination (e.g. schedule development, proofing, run-cutting, layover and turnaround specifications, detour planning, and event planning and operations). Performs all necessary functions related to fleet/asset management, inspection, tracking.

Supervision Received and Exercised:

Receives general supervision from Transit Administrator and other management staff.

Exercises functional supervision over lower level administrative, technical and/or field staff.

Distinguishing Characteristics:

Transit Operations Coordinator I – This is the entry level class in the Transit Operations Coordinator series. This class is distinguished from the Transit Operations Coordinator II by the performance of the more routine duties assigned to positions within the series, including assisting with the development and implementation of contract monitoring methods; coordinating operations for local fixed route and other systems; maintaining a variety of informational databases and programs for the section; and providing support and assistance to other staff members.

Transit Operations Coordinator II – This is the full journey level class within the Transit Operations Coordinator series. This class is distinguished from the Transit Operations Coordinator I by the performance of the full range of duties as assigned, including identifying and analyzing operations issues related to local fixed route and other systems; developing capital and operating asset needs for transit systems; and leading planning and operational phases of various operations. Conversely, this position is distinguished from the higher level Senior Transit Operations Coordinator due to the latter's responsibilities over final revenue allocations to contractors of a multi-million dollar contract and responsibilities for enforcing the provisions of the city's contract for transit services with these contractors. Employees at the II-level receive only occasional instruction/assistance as new situations arise, and are fully aware of operating procedures and policies of the work group. Positions in this class are

Effective May 1998

Revised August 1998

Revised February 2001

Revised July 2001

Revised March 2005 (created flexible classification; changed responsibilities)

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normally filled by advancement from the Transit Operations Coordinator I after one year of directly related experience and higher education attainment, or a combination of both.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties for the Coordinator 1 position may include, but are not limited to, the following:

- Coordinate operations for local fixed route, ASU/Tempe Flash system, and the neighborhood circulator system. Work directly with contractor staff on operations planning, implementation, and problem resolution. Monitor and inspect contractor operations so that transit service is provided in a manner appropriate to contractual specifications and city standards.
- Resolve customer service complaints regarding both transit service and bus stop infrastructure; manage customer contact database. Facilitate operational solutions with contractor as needed.
- Manage work order process for the installation, maintenance, and removal of bus stops and associated amenities.
- Collaborate with transportation communications staff and regional partners on public information development, dissemination, and physical distribution.
- Maintain a variety of informational databases on the city's bus fleet, customer complaints, bus stops, and additional assets.
- Coordinate the procurement and installation of various transit related products such as security cameras, bicycle racks, painting, bus wraps, on-board information racks, decals, destination signs, schedule holders for bus stops, other items as needed.
- Assist with the development and implementation of contract monitoring methods to ensure contract compliance and superior customer service.
- Assist in the planning, development, evaluation and modification of fixed routes and neighborhood circulators.
- Assist with the public involvement processes associated with service improvements, modifications, and reductions.

*Effective May 1998
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- Participate in meetings with contracted private sector companies, other public agencies and city departments to address transit related issues, needs and improvements.
- Prepare a variety of internal reports and recommendations, and assist in the administration of a comprehensive transit/transportation planning program.
- Participate in the planning and operational phases of transit and/or park-and-ride shuttle operations in approximately twenty annual city events of varying size and complexity.

Duties for the Coordinator II position include all duties noted for the I-level, but also include the following:

- Identify and analyze operational issues related to local fixed route, Flash, and neighborhood circulator systems; recommend and implement solutions to resolve system issues as appropriate.
- Develop capital and operating asset needs for local fixed routes, ASU/Tempe Flash, and the neighborhood circulator services.
- Prepare a variety of internal and external quantitative and/or narrative reports regarding transit services (e.g., planning, scheduling, operations, and contractor performance), assets, and complaint trends.
- Develop proactive strategies to ensure the protection, preservation and proper maintenance of transit assets including buses, city assets in contractor possession, transit centers, and bus stop facilities and equipment by monitoring, tracking, inspecting problems as well as developing preventative measures.
- Assist in the preparation and administration of transit service contracts including local fixed route service, regional fixed routes and dial-a-ride services.
- Assist in the procurement and application, including the research and development of specifications, for buses and intelligent transportation system (ITS) components such as fare collection system, vehicle management systems, and automatic passenger counting system.
- Lead the planning and operational phases of transit and/or park-and-ride shuttle operations as required.
- Perform other related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities. The hiring department may include job related experience, training or license

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and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Transit Operations Coordinator I

Experience:

Requires the equivalent of two years of full-time, transit related experience in one or more of the following areas: transit planning or operations, quality assurance, bus maintenance, scheduling, or intelligent transportation systems.

Education:

Equivalent to an Associate's degree from an accredited college or university with major course work in transportation planning, urban planning, engineering, or public affairs/administration or a related field. A Bachelor's degree is desirable.

Transit Operations Coordinator II

Experience:

Requires the equivalent of three years of full-time, transit related experience in one or more of the following areas: transit planning or operations, quality assurance, bus maintenance, scheduling, or intelligent transportation systems.

Education:

Equivalent to a Associate's degree from an accredited college or university with major course work in transportation planning, urban planning, engineering, public affairs/administration, or a related field. A Bachelor's degree is desirable.

Transit Operations Coordinator I/II

Licenses/Certifications:

Both levels require possession of, or the ability to obtain, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 6592/6587

Salary Range: 29/33

FLSA: Exempt